

POSITION DESCRIPTION

1.	<u>Position</u>	Human Resource Coordinator (HRC)
2.	<u>Overview and Role Purpose</u>	<p>The Human Resource Coordinator is responsible for the implementation and management of systems, policies, procedures and practices relating to human resources, employee engagement, culture and recruitment to support the Hall and Prior Group business managers.</p> <p>The HRC will support and advise managers re human resource, industrial relations, employment obligations, and maintain and analyse corporate employment data. The HRC will conduct audits and provide recommendations and support to continually improve systems and processes, conduct investigations, prepare reports to support workforce planning, provide training and support to users of HR systems.</p> <p>In conduct, presentation and professionalism the employee must be a role model for all staff within the Hall & Prior Aged Care Group (“H&P”).</p>
3.	<u>Working Environment</u>	<p>H&P is an organisation that celebrates diversity and endeavours to provide a respectful, balanced, family friendly and relationship centred working environment. It has three business planning principles that promote the value and importance of all of its employees and the contribution they make:</p> <p>PEOPLE We know that the quality of our workforce is the key to our future success. We invest in developing and educating our people and providing a working environment that will allow the attraction and retention of quality people.</p> <p>SERVICES We are working to become an aged care solutions provider of choice, delivering tailored care services to consumers. To achieve this we ensure that our workforce is sufficient, skilled and qualified to provide safe, respectful and quality care and service to our consumers.</p> <p>BRAND We are working to become recognised as the aged care provider of choice and employer of choice.</p> <p>The services are Commonwealth accredited, certified and funded aged care homes and community services that operate within the legislative and regulatory arrangements of the Aged Care Act 1997 (Cth), supported by a corporate structure.</p>
4.	<u>Key Accountabilities</u>	<p>The Human Resource Coordinator is responsible for understanding and complying with all of the following key accountabilities.</p> <p>(a) Organisational capacity</p> <ul style="list-style-type: none"> (i) Contribute to capacity development through learning, leadership, collaboration and service. (ii) Vision, mission, values and objectives: Support the vision, mission, values and objectives of the H&P. <p>(b) Financial</p> <ul style="list-style-type: none"> (i) Meet budget requirements of the role, (ii) Contribute to the financial sustainability of the organisation and (iii) Ensure effective use of resources and recognised supply agreements. <p>(c) Customer experience:</p> <ul style="list-style-type: none"> (i) Provide customer focused services and demonstrate customer satisfaction (ii) Adapt services to the client and market need <p>(d) Internal processes:</p> <ul style="list-style-type: none"> (i) Ensure all H&P policies and procedures are strictly adhered to; and

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- (ii) Proactively work within the organisational framework to continuously develop and improve these policies and procedure;
- (iii) Practice in accordance with professional guidelines, scope of practice.
- (iv) Ensure that all regulatory compliance standards are met.
- (v) Manage the efficient use of technology, resources and infrastructure to deliver efficient and flexible services.
- (vi) Contribute to a physical and psychologically safe workplace; and maintain professional working relationships with colleagues and stakeholders.
- (e) **Deliverables:**
 - (i) Deliver on project or program expectations
 - (ii) Communicate with key stakeholders
 - (iii) Support any change management required to ensure program success.

The employee must report regularly against these accountabilities to the Responsible Executive in accordance with KPIs outlined at clause 5 below and within organisational planning and strategic documents published and distributed annually.

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| 5. | <u>Key Performance Indicators</u> | <p>(a) Key Performance Indicators (“KPI”) measuring the performance against the key accountabilities described above, will be determined by the CEO, in consultation with the Title. KPI may be individual or team based performance outcomes determined in consultation with the team. The individual and team based KPIs are outlined as follows:</p> <ul style="list-style-type: none"> (i) Organisational capacity <ul style="list-style-type: none"> • Maintenance of HR systems and process, including policies; • Quality and quantity of training provided to managers • Time to fill vacancies from advertisement / recruitment (ii) Financial <ul style="list-style-type: none"> • Ensure effective use of resources within allocated budget; • Track cost of external recruitment for allocated recruitment (iii) Customer experience: <ul style="list-style-type: none"> • Employee engagement surveys conducted and improvement programs implemented based on HR analytics • Complaints and issues are responded to and resolved in a timely manner; (iv) Internal processes: <ul style="list-style-type: none"> • High quality, timely and efficient support provided to managers re HR. • % staff using employee self service • % managers using manager self service <p>(b) Annual increases in the remuneration package will be subject to the Human Resource Coordinator meeting agreed performance standards as measured by the KPI’s or team based outcomes.</p> <p>(c) Failure to meet the agreed performance standards may result in Human Resource Coordinator undergoing performance counselling and/or disciplinary action up to and including termination of employment.</p> <p>(d) The CEO retains the discretion to determine the quantity of any annual increase of the Human Resource Coordinator’s remuneration package.</p> |
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| 6. | <u>Key Roles and Functions</u> | <p>The Human Resource Coordinator is responsible for performing the following specific roles and functions whilst employed in the role for H&P.</p> <p>(a) Aged Care Standards relating to HR, specifically supporting the process to demonstrate the organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.</p> |
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- (b) **Human Resource** advice: The HRC will provide advice and support to managers in; end to end employment practices, recruitment, orientation, performance management.
 - (c) **People and culture program:** coordinate the Group's Human Resource programs in accordance with relevant legislation and compliance requirements, and evidence based practice, inclusive of:
 - (i) **Human Resource Management:** maintain the HR systems and process to facilitate efficient recruitment, orientation, performance and engagement of employees, through effective policies, procedures, advice, education and support.
 - (ii) **Workforce Planning:** recommendations to maintain a workforce for the organisational needs and standards.
 - (iii) **Engagement and culture:** support the evolution of a workplace culture of engagement, learning, growth, talent and harmony.
 - (a) **Workforce management:** the HRC must
 - (i) Support managers in addressing and resolving grievance in accordance with policy, and maintain a register of grievances.
 - (ii) Conduct incident investigations relating to employee conduct at the request of managers.
 - (iii) Prepare reports to assist in the continuous improvement on the HR and workforce system, and reporting for Directors.
 - (d) **Program development:** to design / maintain, implement, evaluate and review the program and new initiatives for the organisation, including the promotion and encouragement of continuous improvement (CI) activities within the organisation.
 - (e) **Stakeholder relationship management:** includes developing and maintaining relationships with key internal personnel, clients and stakeholders. This may include suppliers, clinical partners, and other stakeholders.
 - (f) **Education and Training :** may include developing and delivering formal and informal continuing education and training programs to all staff within the homes (and family members or significant others and stakeholders).
 - (g) **Management meetings and reporting:** includes leading, attending and participating in corporate meetings as directed by the CEO, and preparing written reports and maintaining records.
 - (h) **General:**
 - (i) Contribute to the development of organisational strategic development, including annual plans, project plans and operational plans;
 - (ii) Delivery of outcomes and objectives outlined in the planned strategic and operational activities;
 - (iii) Participate in personal development activities, performance assessment and development plan and periodical training relevant to the position;
 - (iv) Maintain external credentials and professional development relevant to the position to ensure competence and work performance
 - (v) Other duties as prioritised and directed by based on organisational needs or changes, eg as described in operational plans or projects;
 - (i) This position description may be updated periodically to reflect operational needs.
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| 7. | <u>Fitness for Work</u> | H&P employees must be fit to perform the inherent requirements of this role, which includes, but are not limited to, physical demands of walking, squatting, lifting, pushing, pulling and standing for sustained periods and cognitive demands of supporting end of life, decision making, varied patterns of work and working with |
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		people. Further detail regarding fitness for work is contained in the H&P Occupational Safety and Health Policy.
8.	<u>Responsible Executive</u>	<p>Manager People and Risk</p> <p>The reporting arrangements for this position are outlined on the organisational chart.</p>
9.	<u>Selection Criteria</u>	The following criteria may be considered by H&P in selecting an individual to perform the role. (D) indicates a desirable but not essential criterion)
9.1.	Skills and attributes	<ul style="list-style-type: none"> (a) Ability to treat each consumer with dignity and respect, with their identity, culture and diversity valued; (b) Ability to provide relationship centred care; (c) Demonstrated time management and organisation skills and ability to coordinate and prioritise referrals; (d) Highly developed interpersonal skills, including written and verbal communication; (e) Demonstrated ability to influence stakeholder attitude, behaviour and practice through the provision of practical based HR solutions;
9.2.	Knowledge	<ul style="list-style-type: none"> (f) Proficiency in data management, enterprise people software and Microsoft Coordinator (ie Word, Excel, Outlook, etc), and relevant industry software; (g) Knowledge and commitment to Occupational Safety and Health and Equal Opportunity, Fair Work and relevant codes of practice and standards, in all aspects of employment and service delivery; (h) Understanding of the funding and administrative arrangements and compliance requirements of the Aged Care Act 1997 (C'th) (D);
9.3.	Qualifications	<ul style="list-style-type: none"> (i) Relevant tertiary or certificate qualifications and (minimum Certificate IV HR, or relevant degree); (j) National Police Check and/or Statutory Declaration; (k) "C" class or equivalent driver's licence and vehicle suitable for role; (l) Vaccination evidence or willingness to be vaccinated to support client and personal wellbeing (influenza and other role specific requirements); (m) Right to work in Australia;
9.4.	Experience	<ul style="list-style-type: none"> (n) Demonstrated leadership and experience in a similar large organisation (> 500 employees).
10.	<u>Authority to Act</u>	<p>The Human Resource Coordinator has authority to act within the parameters defined in the gazetted policies and procedures of H&P, and the requirements of all relevant legislation and regulation. However, and for the avoidance of doubt, the following restrictions and limitations apply to the Human Resource Coordinator's authority to act:</p> <p>(a) Not to make financial commitments:</p> <ul style="list-style-type: none"> (i) Must not enter into any legal or binding agreement with any supplier or other party except as required in the discharge of the ordinary duties and functions of the role, and with suppliers approved by H&P; (ii) Must not order goods or services or commit to operating expenditure in excess of that specified in the operating budget authorised by the CFO; (iii) Must not commit to capital expenditure of any nature without the approval of the CFO; (iv) Must not set the scale of fees and charges for any new or existing resident. The fees and charges in respect of each resident are set by the CEO and implemented by the CFO.

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- (b) **Not to make representations on behalf of H&P:** All staff within H&P are strongly encouraged to participate actively in any aged care or related industry activity that will enhance their personal and professional development and good standing, and where appropriate H&P may offer assistance in these endeavours in the form of financial support and/or time off. However, to protect the intellectual property, reputation and good standing of H&P, the following limitations are placed on the Human Resource Coordinator's participation in these activities and entitlement to represent H&P:
- (i) Must not make any comment or representation to any part of the media on behalf of or as a representative of H&P, or respond to any media enquiries (all media enquiries are to be referred and directed to the CEO immediately);
 - (ii) May only participate in aged care or related external committees, working groups or working parties, or attend or present to aged care or related conferences or seminars, after consultation with and the consent of the CEO;
 - (iii) Must not write to or otherwise communicate with or make any representation to any government department or agency (Commonwealth, State or Local) other than in the normal course of fulfilling the duties and roles of the position, without consultation with and the consent of the CEO;
 - (iv) Must not accept any academic appointment or advisory role with any institution or organisation without consultation with and the consent of the CEO;
 - (v) Must not contribute to the development of aged or health care policy for any political party or other organisation without consultation with and the consent of the CEO.
- (c) **Not to divert from H&P employment policies and practices:**
- (i) Must not recruit or appoint employees of any category or level not authorised on the approved roster and budget;
 - (ii) Must not use any model of employment other than permanent employees, or in instances where no permanent employee is available, casual employees then agency staff (in that order).
- (d) **Not to dismiss any employee of the Group :**
- (i) in circumstances where a manager believes the summary dismissal of an employee is warranted, the matter is to be referred directly to the CEO;
 - (ii) in all other circumstances where the manager believes the dismissal of an employee is warranted, the matter is to be referred to the EGM or CEO.